



**SUPERIOR COURT OF CALIFORNIA
COUNTY OF SANTA CLARA
FAMILY LAW FACILITATOR'S OFFICE**

Customer Complaint Resolution Procedures

We at the Santa Clara County Family Law Facilitator's Office (FLF), thank you for wanting to take the time to inform us of your complaint regarding the services you received from our offices. Our goal is to provide the best customer service possible.

Please complete and return the Customer Complaint Form attached, by:

- Returning form in person to: Notre Dame Courthouse located at 99 Notre Dame Avenue, or the Park Avenue Courthouse located at 170 Park Avenue.
- Mail to: Superior Court, 191 North First Street, San Jose, CA 95113
- Or Contact us by phone at (408) 882-2900

The Family Law Facilitator or his/her designee will review your completed complaint form upon receipt. If your complaint is about the Family Law Facilitator, it will be reviewed by his/her supervisor. This process may involve, among other steps, interviewing the FLF staff member involved, a review of the documents prepared, if available, and other work performed. You may also be contacted by telephone for an interview if it is deemed necessary for resolution.

A written response will be mailed to you within thirty days of the receipt of your complaint form. You will be informed of the actions that have been taken as a result of your complaint.

Please be aware of the following:

- We cannot address your complaints regarding persons, entities or situations that are beyond our supervision and control. These include, but are not limited to, complaints about the Department of Child Support Services, judicial officers and court orders, courtroom and Clerk's Office staff, and Family Court Services.
- We cannot address your complaints if you do not give us specific information about the situation that you are complaining about such as names and dates. Complaint forms without this information cannot be processed.
- You must provide your name, mailing address, telephone number, and a case number if you would like us to address your complaint. Complaint forms without this information cannot be processed.

Also note that we are bound by the guidelines set forth by law starting with Family Code Section 10000. We cannot give legal advice and cannot respond to all questions and requests for assistance. The Family Law Facilitator staff that interviews you when you first come to our office for help will determine, based on these guidelines, whether we can assist you.



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Please print and complete this form, then return to our office in person or by mail. Our address is: Superior Court, 191 North First Street, San Jose, CA 95113.

1. Today's date: _____
2. Your name (first and last): _____
3. Your address: _____
4. Your daytime telephone number(s): _____
5. Case number(s) involved in this complaint: _____
6. When did this incident happen? (please give exact date, if possible, and timeframe)

7. This complaint is about (check one):
 Family Law Facilitator Staff, (please provide name) _____
 Family Law Facilitator Procedure
 Other, (please specify): _____
8. What is your complaint? Please be detailed and specific. You may attach additional sheets if you need more writing space.

9. What would you like to have done as a result of this complaint?

10. What other information do you think is important for us to know?

******DO NOT WRITE BELOW THIS LINE******

Date Received: _____ Date Reviewed: _____ Date Reviewed: _____

Rec'vd By (initials): _____ Reviewed By (initials): _____ Reviewed By (initials): _____